AMENDMENTS TO THE CLAIMS

Claims 1-17 (Cancelled)

18. (Currently Amended) An apparatus for using data obtained from remote monitoring of customer equipment for service purposes to generate product sales offers to customers comprising:

> an input means for receiving parametric data information related to operating parameters of customer equipment being remotely monitored for service purposes;

> an equipment database storage device connected to said input means for receiving and storing said parametric data information;

> a product database storage device for storing product information related to characteristics of a plurality of products related to the customer equipment, said product information for each said characteristic including a limit corresponding to a possible value of said parametric data information of an associated one of said operating parameters; and

> an offer generator means connected to said equipment database storage device and to said product database storage device for comparing a value of said stored parametric data information of a selected one of said operating parameters with at least one of said stored product information limits corresponding to said selected one operating parameter, said offer generator means generating a sales offer for a product associated with said limit directed to the customer associated with the customer equipment when said value and said limit have a predetermined relationship representing a maintenance requirement.

19. (Previously Presented) The apparatus according to Claim 18 including a customer database storage device connected to said offer generator means for receiving said sales offer and a web server connected to said customer database storage device for sending said sales offer to the customer.

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2

20. (Previously Presented) The apparatus according to Claim 19 wherein said web server generates said sales offer on a web page for viewing by the customer.

21. (Previously Presented) The apparatus according to Claim 19 wherein said web server generates said sales offer as an e-mail message for transmission to the customer.

22. (Previously Presented) The apparatus according to Claim 18 including a customer database storage device connected to said offer generator means for receiving said sales offer, said customer database storage device verifying accuracy of said sales offer against customer information stored in said customer database storage device.

23. (Previously Presented) The apparatus according to Claim 18 including a customer database storage device connected to said offer generator for receiving said sales offer, said customer database storage device using customer information stored therein for transmitting said sales offer to the customer.

24. (Previously Presented) The apparatus according to Claim 18 wherein said input means includes an interface connected to the customer equipment for receiving said parametric data information, a data collector means connected to said equipment database storage device and data transfer means connected between said interface and said data collector means for transferring said parametric data information to said equipment database storage device.

25. (Previously Presented) The apparatus according to Claim 18 wherein the product information includes information about devices and services related to the customer equipment.

26. (Previously Presented) The apparatus according to Claim 18 wherein said limit is a threshold and said predetermined relationship occurs when said value exceeds said threshold.

27. (Previously Presented) The apparatus according to Claim 18 wherein said limit is a range and said predetermined relationship occurs when said value is within said range.

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3

28. (Currently Amended) A method of using data obtained from remote monitoring of customer equipment for service purposes to generate product sales offers, comprising the steps of:

a. receiving parametric data information related to an operating parameter of customer equipment being remotely monitored for service purposes;

b. storing the parametric data information in an equipment database storage device;

c. storing in a product database storage device product information related to a characteristic of at least one product including a limit corresponding to a possible value of the parametric data information;

d. comparing a value of the stored parametric data information with the limit; and

e. generating a sales offer directed to a customer associated with the customer equipment when the value and the limit have a predetermined relationship representing a maintenance requirement.

29. (Previously Presented) The method according to Claim 28 including a step of storing in a customer database storage device customer information related to the customer and sending the sales offer to the customer based upon the stored customer information.

30. (Previously Presented) The method according to Claim 29 including sending the sales offer to the customer by at least one of regular mail, e-mail and a web page.

31. (Previously Presented) The method according to Claim 29 including using the customer information to verify the accuracy of the sales offer.

32. (Previously Presented) The method according to Claim 28 including a step of monitoring the customer equipment to generate the parametric data information.

33. (Previously Presented) The method according to Claim 28 wherein said step c. is performed by storing in the product database storage device product information related to characteristics of a plurality of devices and services.

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4

34. (Previously Presented) The method according to Claim 28 including performing said steps a. through b. for a plurality of operating parameters of the customer equipment.

35. (Currently Amended) An apparatus for using data obtained from remote monitoring of customer equipment for service purposes to generate product sales offers to customers comprising:

a data collector means for receiving parametric data information related to operating parameters of remotely monitored customer equipment being monitored for service purposes including at least one of an elevator installation and an escalator installation;

an equipment database storage device connected to said data collector means for receiving and storing said parametric data information;

a product database storage device for storing product information related to characteristics of a plurality of products related to the customer equipment, said product information for each said characteristic including a limit corresponding to a possible value of said parametric data information of an associated one of said operating parameters;

an offer generator means connected to said equipment database storage device and to said product database storage device for comparing a value of said stored parametric data information of a selected one of said operating parameters with at least one of said stored product information limits corresponding to said selected one operating parameter, said offer generator means generating a sales offer for a product associated with said limit directed to the customer associated with the customer equipment when said value and said limit have a predetermined relationship representing a maintenance requirement;

a customer database storage device connected to said offer generator means for receiving said sales offer; and

a web server connected to said customer database storage device for sending said sales offer to the customer.

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5